



DEPARTMENT OF HOMELAND SECURITY

Federal Emergency Management Agency

[Docket ID: FEMA-2013-0053; OMB No. 1660-0036]

**Agency Information Collection Activities: Proposed Collection; Comment Request,
Federal Emergency Management Agency Individual Assistance Customer
Satisfaction Surveys**

AGENCY: Federal Emergency Management Agency, DHS.

ACTION: Notice.

SUMMARY: The Federal Emergency Management Agency, as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to take this opportunity to comment on a revision of a currently approved information collection. In accordance with the Paperwork Reduction Act of 1995, this notice seeks comments concerning the collection of Individual Assistance customer satisfaction survey responses and information for assessment and improvement of the delivery of disaster assistance to individuals and households.

DATES: Comments must be submitted on or before **[INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER]**.

ADDRESSES: To avoid duplicate submissions to the docket, please use only one of the following means to submit comments:

(1) Online. Submit comments at www.regulations.gov under Docket ID FEMA-2013-0053. Follow the instructions for submitting comments.

(2) Mail. Submit written comments to Docket Manager, Office of Chief Counsel, DHS/FEMA, 500 C Street, SW., Room 8NE, Washington, DC 20472-3100.

(3) Facsimile. Submit comments to (703) 483-2999.

All submissions received must include the agency name and Docket ID.

Regardless of the method used for submitting comments or material, all submissions will be posted, without change, to the Federal eRulemaking Portal at

<http://www.regulations.gov>, and will include any personal information you provide.

Therefore, submitting this information makes it public. You may wish to read the Privacy Act notice that is available via the link in the footer of www.regulations.gov.

FOR FURTHER INFORMATION CONTACT: Maggie Billing, Program Analyst, Customer Satisfaction Analysis Section of the National Processing Service Center Division, Recovery Directorate, (940) 891-8709. You may contact the Records Management Division for copies of the proposed collection of information at facsimile number (202) 646-3347 or email address: FEMA-Information-Collections-Management@dhs.gov.

SUPPLEMENTARY INFORMATION: This collection is in accordance with Executive Orders 12862 and 13571 requiring all Federal agencies to survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services. The Government Performance and Results Act (GPRA) requires Federal agencies to set missions and goals and to measure agency performance against them. The GPRA Modernization Act of 2010 requires quarterly performance assessments of government programs for the purposes of assessing agency performance and improvement. The Federal Emergency Management Agency fulfills these

requirements by collecting customer satisfaction program information through surveys of individuals and households who are disaster survivors..

Collection of Information

Title: Federal Emergency Management Agency Individual Assistance Customer Satisfaction Surveys.

Type of Information Collection: Revision of a currently approved information collection.

FEMA Forms: FEMA Form 007-0-7, Disaster Recover Center Survey; FEMA Form 007-0-3, Registration Survey; FEMA Form 007-0-5, Helpline/Contact Survey; FEMA Form 007-0-6, Casework Survey; FEMA Form 007-0-2, Internet Registration Survey; FEMA Form 007-0-2INT, Internet Registration Survey; FEMA Form 007-0-19, Internet Registration Survey; FEMA Form 007-019INT, Internet Inquire Survey; FEMA Form 007-0-4, Direct Housing Operations Survey-Move In; FEMA Form 007-0-21, Direct Housing Operations Survey-Maintenance; FEMA Form 007-0-22, Direct Housing Operations Survey-Move Out.

Abstract: Federal agencies are required to survey their customers to determine the kind and quality of services customers want and their level of satisfaction with those services. FEMA managers use the survey results to measure performance against standards for performance and customer service, to measure achievement of strategic planning objectives, and to gauge and make improvements to disaster service that increase customer satisfaction.

Affected Public: Individuals and Households.

Number of Respondents: 66,779.

Number of Responses: 66,779.

Estimated Total Annual Burden Hours: 9,781.

Estimated Cost: The estimated cost to respondents for traveling is estimated to be \$24,408.00.

Comments

Comments may be submitted as indicated in the ADDRESSES caption above.

Comments are solicited to (a) evaluate whether the proposed data collection is necessary for the proper performance of the agency, including whether the information shall have practical utility; (b) evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (c) enhance the quality, utility, and clarity of the information to be collected; and (d) minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

Dated: December 11, 2013.

Charlene D. Myrthil,
Director, Records Management Division,
Mission Support Bureau,
Federal Emergency Management Agency,
Department of Homeland Security.

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